

Supplementary Figure S1: Evaluation Plan

Research Question	Objectives	How will we know?	Data source	Measures/Indicators	Outcomes
1. What are the barriers to, and factors enabling, the process of implementing the CTW service?	<ul style="list-style-type: none"> Understand the extent to which CTW connects people in need of services to the right service at the right time Process of implementing the new service 	<ul style="list-style-type: none"> Clarify and articulate the assumptions / evidence underpinning the theory of change including process and outcome indicators for assessing service performance 	<ul style="list-style-type: none"> A review of CTW program logic in the context of relevant Stepped Care Model of mental health Documents from 19 July evaluation planning workshop 	<ul style="list-style-type: none"> Access and analyse additional data from new outcome measures Conduct an economic evaluation 	<ul style="list-style-type: none"> Best practice Stepped Care Model, tailored to needs of clients A longer-term sustainable evaluation framework including process, impact and cost indicators
	<ul style="list-style-type: none"> Identify the barriers and enablers to effective CTW service implementation and actions/strategies to improve the service quality and outcomes 	<ul style="list-style-type: none"> Routinely analyse and present service performance data (process and outcome) to CTW staff / governance group for critical reflection and action towards QI 	<ul style="list-style-type: none"> Intake, assessment, and referral data Records of QI meetings / session with CTW staff / governance group and stakeholder meetings 		<ul style="list-style-type: none"> A CTW psychological service that is underpinned by a culture of data-driven QI
2. What are the outcome measures that the CTW service can collect through routine data collection to inform quality improvement?	<ul style="list-style-type: none"> Extent to which clients /families are satisfied with the CTW service Impact of the CTW service on the psychological wellbeing of clients Effectiveness of CTW on health and wellbeing outcomes compared with the previous service. 	<ul style="list-style-type: none"> Routinely analyse and present service performance data (process and outcomes) to CTW staff / governance group for critical reflection and action towards quality improvement (QI) 	<ul style="list-style-type: none"> Intake, assessment and referral data 	<ul style="list-style-type: none"> Access and analyse additional data from new outcome measures 	<ul style="list-style-type: none"> Increased satisfaction among clients/families Increased psychological wellbeing among clients Impact of CTW on service access; impact of CTW on client/family wellbeing; an understanding of the enablers of successful implementation
3. How can insights gained from the CTW experience inform future service development?	<ul style="list-style-type: none"> The enablers and potential pitfalls of implementing the CTW model 	<ul style="list-style-type: none"> Reflections / feedback from CTW staff / governance groups during QI sessions and stakeholder meetings Extent to which the project findings have been used to inform practice within and beyond the CTW service 	<ul style="list-style-type: none"> Meetings, reports and publications Evidence of research uptake such as the use of the project results to support new grant applications 	<ul style="list-style-type: none"> Access and analyse additional data from new outcome measures Conduct an economic evaluation 	<ul style="list-style-type: none"> Improved understanding of the enablers and benefits of the CTW approach to improving service access and resource use Evaluation of CTW which can inform future service development